



MISSOURI

Department of Public Safety

Division of Alcohol and Tobacco Control



FY2025 Version 1.1

ASPIRATION

Collaborate to provide a proactive approach for the public safety of Missourians

THEMES

Team Member Engagement

Inform and Educate

Stakeholder Support

INITIATIVES

- Utilize QPS responses, internal surveys, Change Champions meetings, and other avenues to gather and provide feedback to improve internal communication and job satisfaction.
- Reduce the vacancy timeline by strengthening recruitment efforts.
- Focus on reducing turnover through retention efforts focused on employee engagement and collaboration.
- Pursue two additional FTE positions (one Brand Registration Clerk, one Excise Clerk) to balance the workload and reduce excessive backlog when vacancies, renewal season, and other high priority initiatives require reallocation of duties.

- Take a proactive approach to compliance through education, outreach and training engagements.
- Conduct audits on top two tiers of industry to promote a level playing field across the three-tier system.
- Ensure all alcohol beverage brands are registered and applicable excise taxes are paid.
- Resolve violations through mutual agreement and education where possible, with administrative discipline as a last resort.

- Complete Stage 4 (currently 87% complete), Stage 5 (currently 24% complete) and Stage 6 (currently 0% complete) of ALCMS – Alcohol Licensing & Case Management Solution to facilitate the transition of the two existing legacy systems into a single-source vendor solution to improve the quality and efficiency of stakeholder interactions. Slated for a September 30 Go- Live.
- Develop a comprehensive strategy for interacting with stakeholders to promote awareness of relevant topics and issues.
- Evaluate Qualtrics survey feedback to identify methods of success and areas in need of improvement and implement change as feasible to streamline ATC processes.